



Integrating your BigCommerce store
with Click & Drop



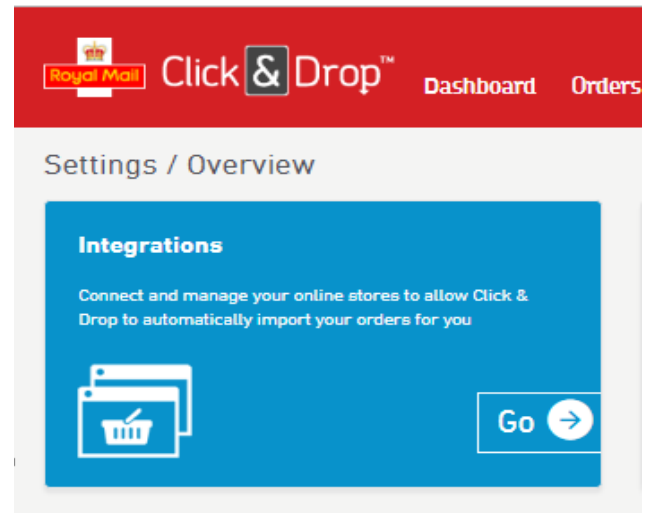
How to set up the integration with your BigCommerce store

Click & Drop allows you to download and process the orders from your BigCommerce store.

Within Click & Drop, click on the 'Settings' link at the top right corner the page:



The 'Settings / Overview' page then opens up.

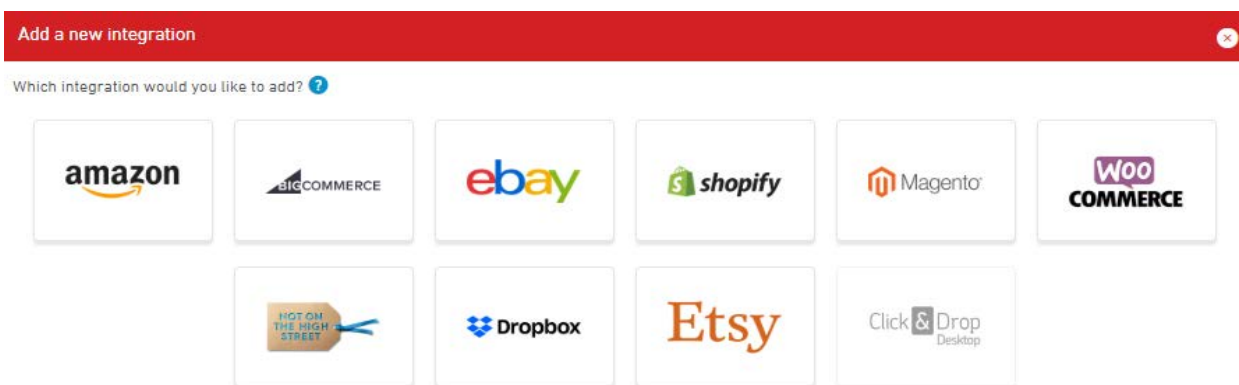


In the 'Integrations' section, click on the 'Go' button

Click on 'Add a new integration'

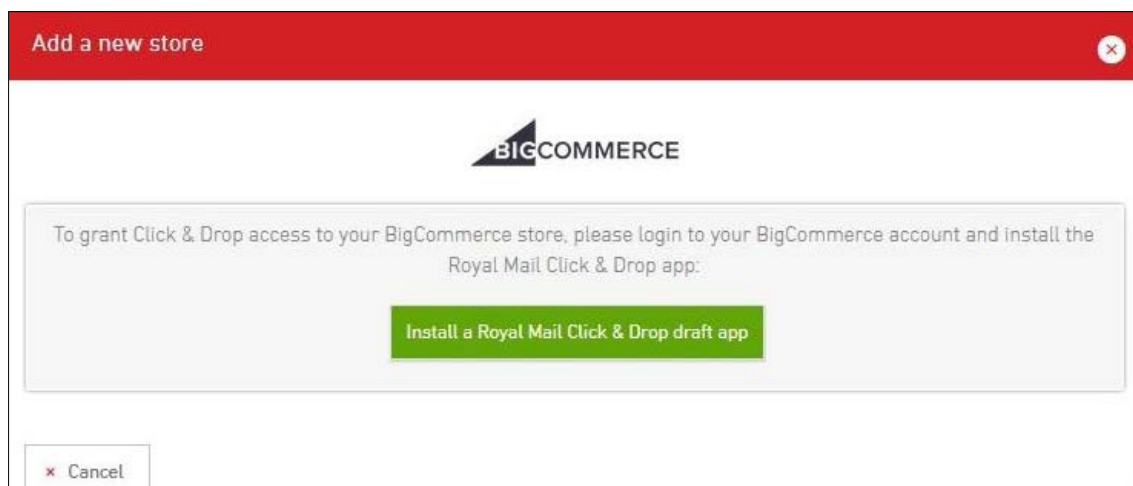


A new pop up window appears, asking you to choose which marketplace you would like to connect to. Click on 'BigCommerce'.



A new pop-up window will appear asking you to install the Click & Drop app.

When you click this, you'll be redirected to the BigCommerce website in a new window. At this point, if you're not already logged in to BigCommerce, you'll be asked to log in.

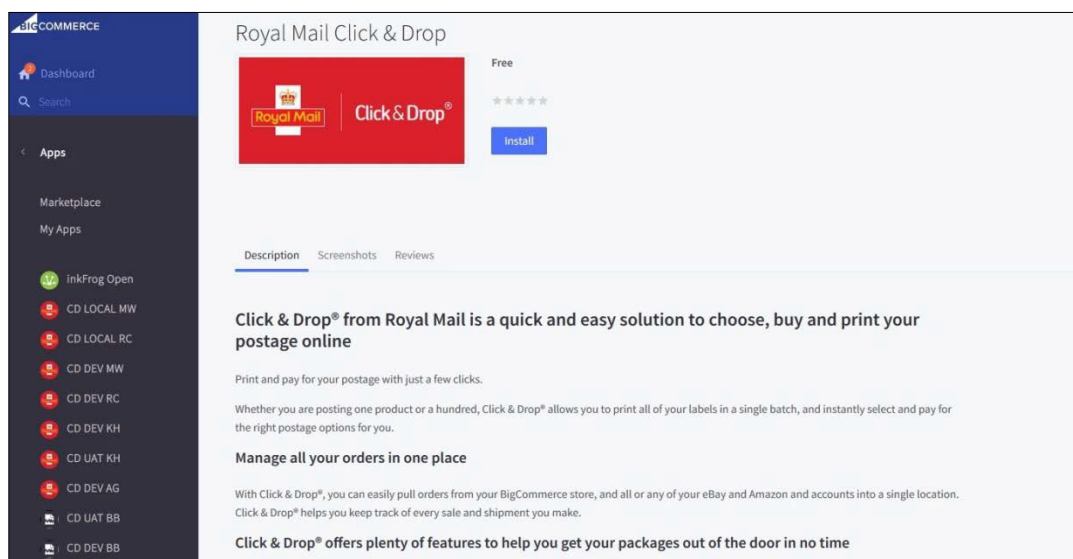


On your BigCommerce dashboard, look for the menu bar on the left, and click 'Apps'.

From the next page, select 'Marketplace', and then type 'Click & Drop' in the search bar in the top right-hand corner of the page.

You'll be presented with a list of matching apps, where you should find the 'Royal Mail Click & Drop app'.

Select the Royal Mail Click & Drop app and on the next page, click 'Install'.



You'll be shown the permissions the app requires to download and process your orders.

Click 'Confirm' to continue.

Royal Mail Click & Drop is requesting to update its access to your BigCommerce store.

If you agree, the following permissions will be added:

- ☐ View and modify customer information
- ☐ View and modify products

If you agree, the following permissions will be removed:


- ☐ View site content
- ☐ View general store information
- ☐ View products

For reference, CD LOCAL JH currently has the following permissions:

- ☐ View site content
- ☐ View and modify basic store information
- ☐ View general store information
- ☐ View and modify orders
- ☐ View products
- ☐ View your basic information (name, email)

CD LOCAL JH will not be able to:

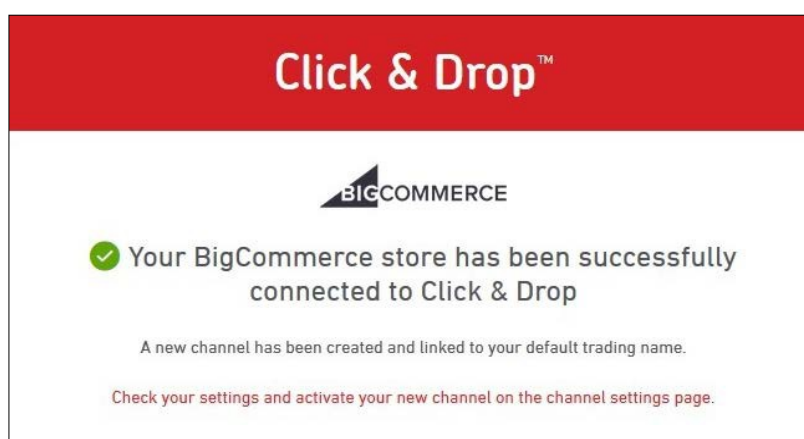
- ☐ Access your password





Confirm

After confirmation, a window will appear to inform you that the app has been installed.


Click on the link that says "Check your settings and activate your new channel on the channel settings page" and this will return you to your Click & Drop Integrations page.



Settings / Integrations Add a new

Channel	Store name	Trading name	Country	Username	Connection expires	Status
	BigCommerce	Your Company	United Kingdom			


* Indicates a required field

Trading name * 

Store name *

Your Company

BigCommerce

☒ Mark orders as despatched 

Cancel

Update and activate

Delete

Update











You'll need to click 'Update and activate' to complete your BigCommerce integration.

In the example, the option to 'Mark orders as despatched' has been selected. This will mean that your items will be marked as 'Complete' in your BigCommerce store, the moment they are marked as despatched in Click & Drop – saving you time.

Connecting your BigCommerce store to Click & Drop – 30/01/19

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A green chain icon in the 'Status' column indicates the integration is active, and your orders should start to download in to Click & Drop.

Settings / Channels and stores							Add a new store
Channel	Store name	Trading name	Country	Username	Connection expires	Status	
	BigCommerce	Your Company	United Kingdom				
	Ebay	Your Company	United Kingdom		16/01/2018		
	Magento	Your Company	United Kingdom				
	Shopify	Your Company	United Kingdom				
	Manual Order Entry						

Your integration is now complete.

NB: If you view the Click & Drop app while logged into BigCommerce, the 'Install' button will be replaced with a 'Launch' button which will open Click & Drop.

Additionally, an 'Uninstall' button will become available that you can use to remove the Click & Drop app, this will disconnect your channel in Click & Drop.

Store order status and download frequency

Click & Drop downloads physical orders that are in the 'Awaiting Shipment' status and which are no more than 7 days old. Orders for virtual products such as downloads, will not appear in Click & Drop.

Orders that are in the correct status will download into Click & Drop every 10-15 minutes and data from Click & Drop will update into your store every 30 minutes.

Disconnecting from Big Commerce

If you view the Click & Drop app while logged into BigCommerce, the 'install' button will be replaced with a 'launch' button which will open Click & Drop, and an 'Uninstall' button to remove the Click & Drop app. this will disconnect your channel in Click & Drop.

You can also cancel the integration at any time by going to your 'Settings' menu in Click & Drop, selecting your BigCommerce channel, and then selecting 'Disconnect Store'. To reconnect, simply repeat this process.